

Decreasing Dialysis Patient-Provider Conflict Project (DPC Project)

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With increasing numbers of ESRD patients, and the stressors created by chronic disease, a relatively small but increasing number of patients and facilities have been struggling with effectively working together to resolve their conflicts. The Decreasing Dialysis Patient-Provider Conflict Project (DPC Project) began in 2003 with a national consensus conference to examine the problem and identify ways to reduce potential conflict in order to improve the care and quality of life of patients as well as the environment in dialysis facilities. As a result of the conference a DPC Task Force was formed in 2004 to address several action items, including the development of a “toolbox” containing a variety of educational materials aimed primarily at dialysis facility staff.

The training aims to decrease patient-provider conflict by building conflict resolution skills, improving communication, and increasing understanding of how interactions with patients, their family and friends, and other staff may trigger or escalate conflict in the dialysis setting. Because this is a complex issue, the training is also done in multiple steps from classes to on-going activities that provide staff with the skills needed to understand and deal with difficult situations as well as ideas about how to best help patients and resolve conflict.

The tool kit includes: a brochure with tips, a poster with basic concepts, a list of helpful resources, and interactive software designed to help staff with critical thinking about how to handle difficult situations. Once the toolbox is complete, the ESRD Networks will be trained to teach dialysis facility staff to spread the information, improving communication between patients and staff, as well as making patient care a cooperative effort in a pleasant environment.